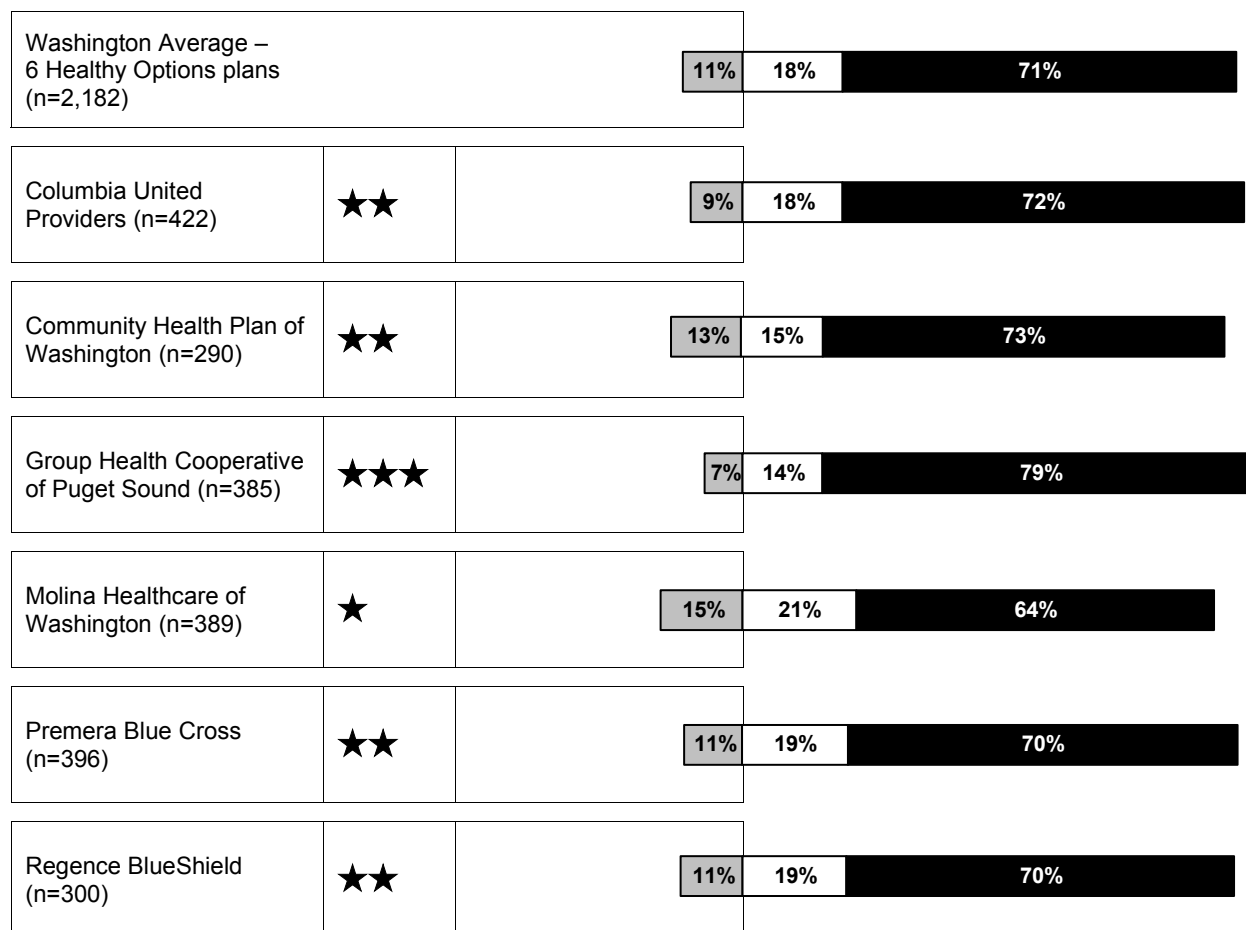


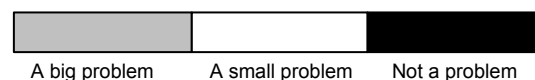
# Healthy Options Adult Population CAHPS Questions Composite

## Getting Needed Care

This chart summarizes the responses to survey questions 7, 9, 24, 25, and 26 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



|     |  |
|-----|--|
| ★★★ | Statistically better than the Washington average of 6 Healthy Options plans        |
| ★★  | Not statistically different than the Washington average of 6 Healthy Options plans |
| ★   | Statistically worse than the Washington average of 6 Healthy Options plans         |



NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

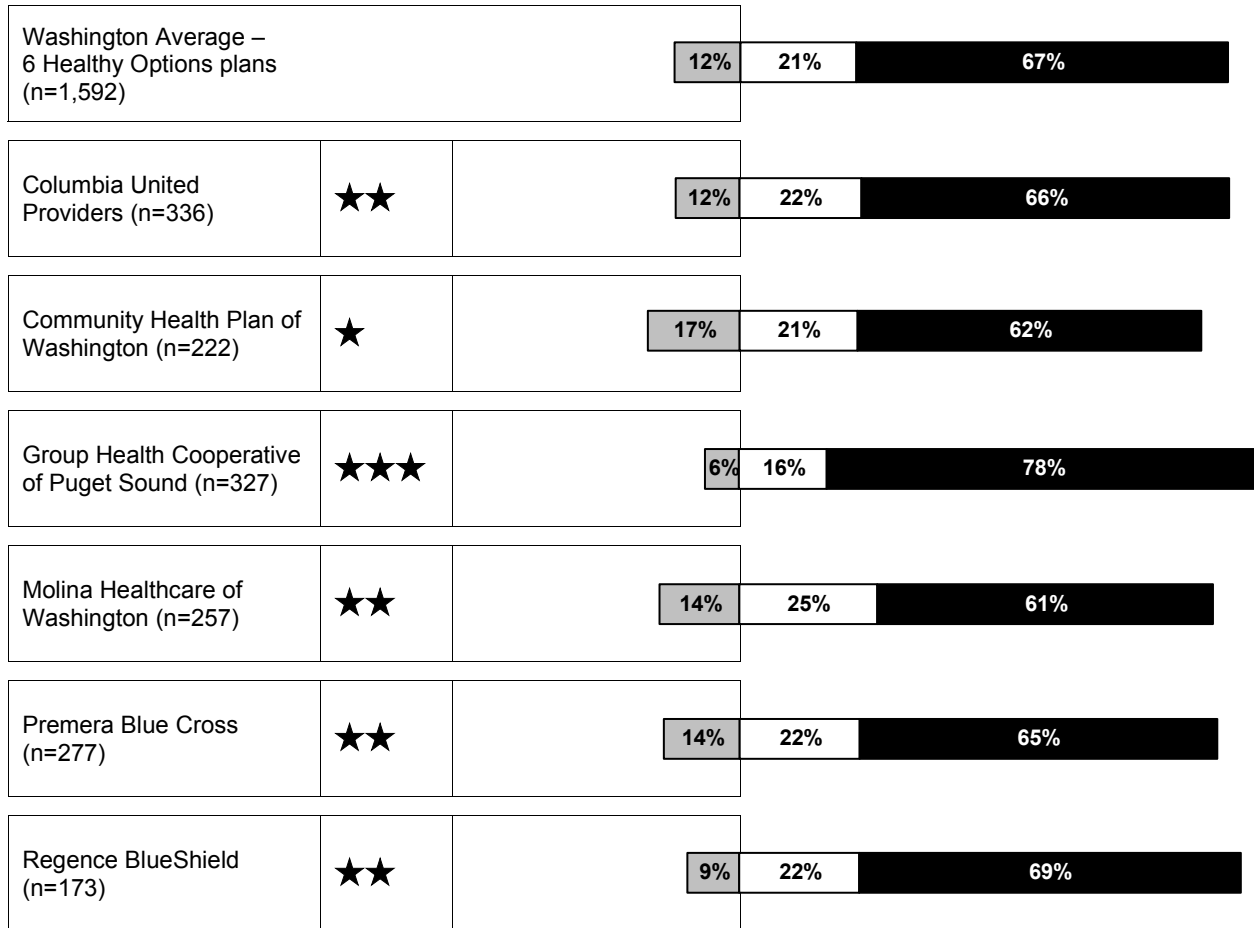
# Healthy Options Adult Population

## CAHPS Questions

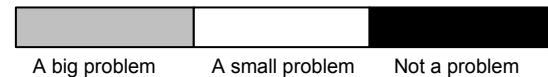
### Question 7

## Getting Needed Care

Q7. "Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"



|     |  |
|-----|--|
| ★★★ | Statistically better than the Washington average of 6 Healthy Options plans        |
| ★★  | Not statistically different than the Washington average of 6 Healthy Options plans |
| ★   | Statistically worse than the Washington average of 6 Healthy Options plans         |



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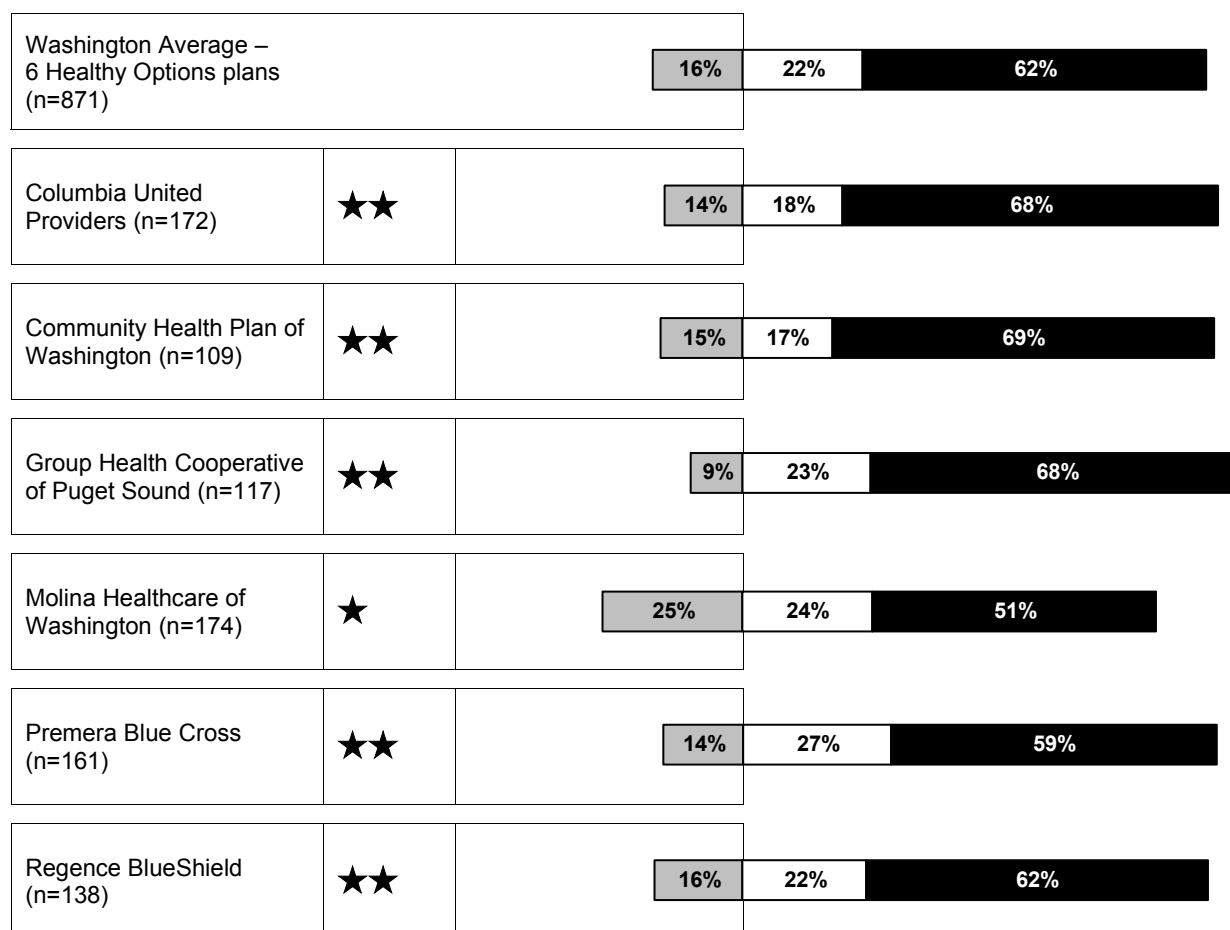
# Healthy Options Adult Population

## CAHPS Questions

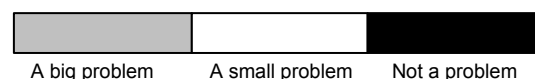
### Question 9

## Getting Needed Care

Q9. "In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?"



|      |  |
|------|--|
| ★★★★ | Statistically better than the Washington average of 6 Healthy Options plans        |
| ★★   | Not statistically different than the Washington average of 6 Healthy Options plans |
| ★    | Statistically worse than the Washington average of 6 Healthy Options plans         |



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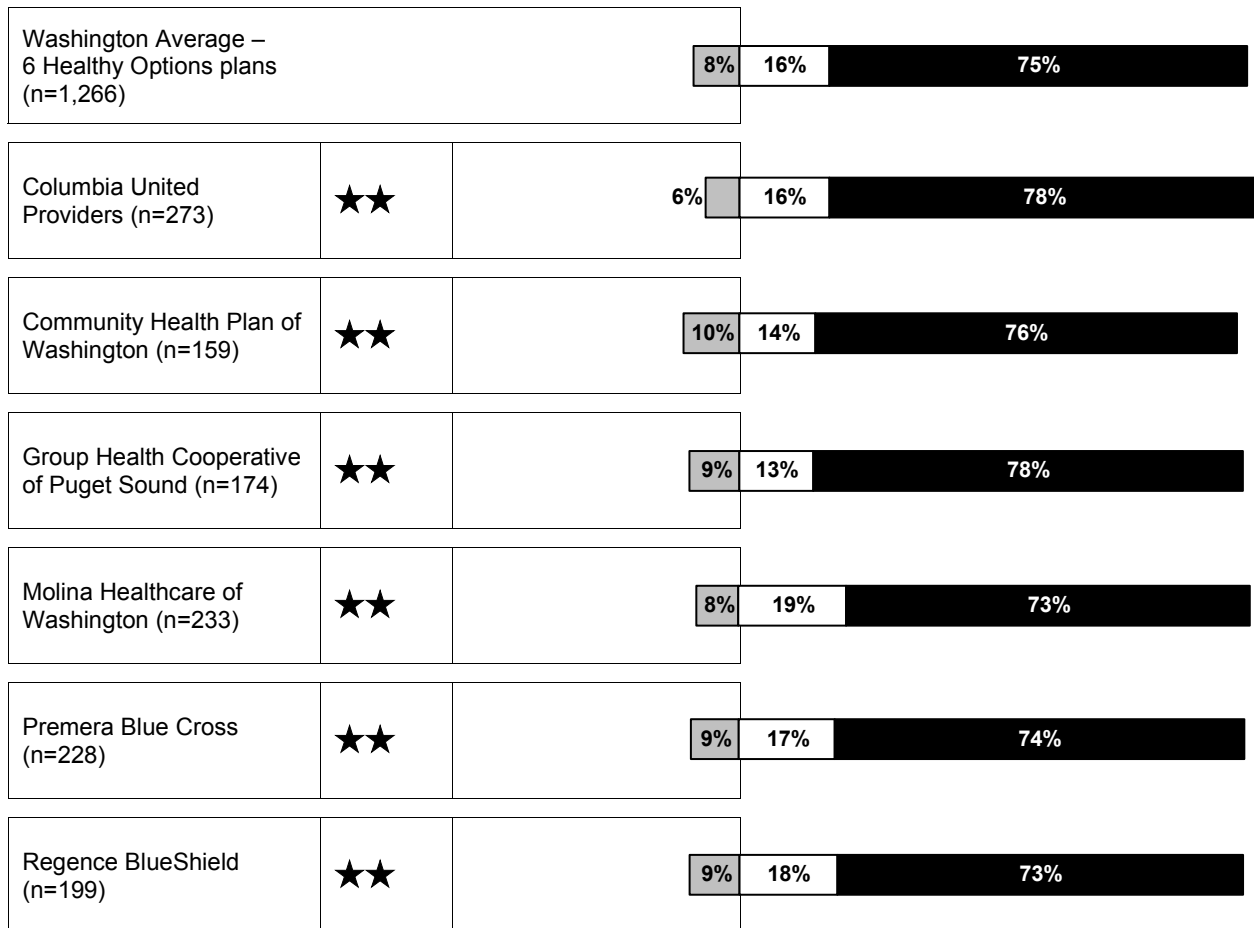
# Healthy Options Adult Population

## CAHPS Questions

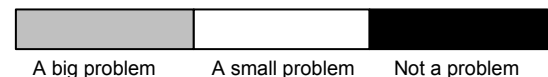
### Question 24

## Getting Needed Care

Q24. "In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?"



|     |  |
|-----|--|
| ★★★ | Statistically better than the Washington average of 6 Healthy Options plans        |
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NOTE: Results presented in this report are based on the 2003 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

# Healthy Options Adult Population

## CAHPS Questions

### Questions 25 and 26

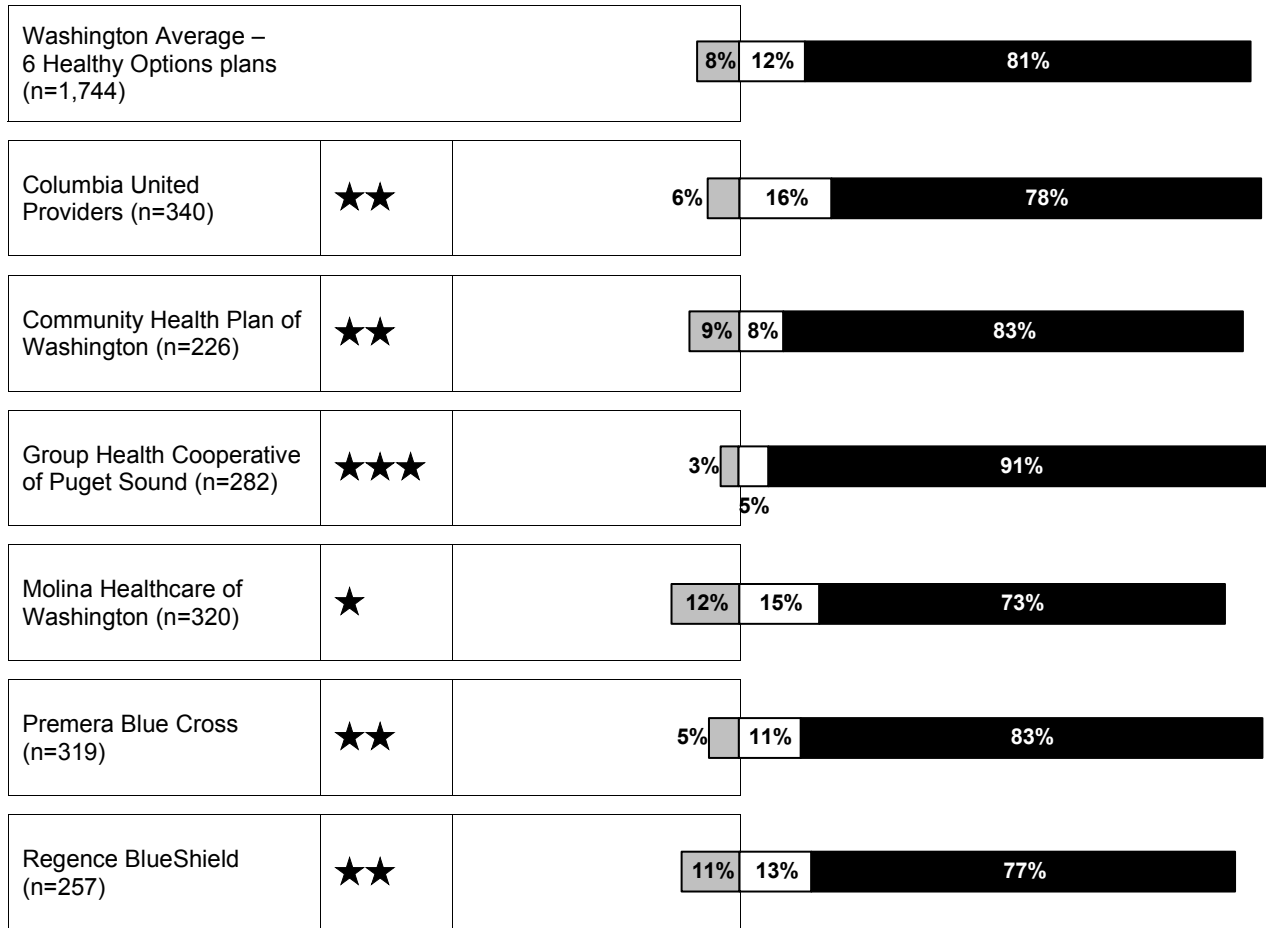
## Getting Needed Care

Q25 and Q26 are combined to create a single item:

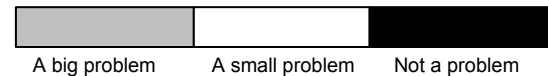
Q25. "In the last 6 months, did you need approval from your health plan for any care, tests or treatment?"

If a member responds with "No" to Q25, then this item is scored as "Not a problem." If a member responds with "Yes" to Q25, then the item is scored utilizing the response to Q26.

Q26. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



|      |  |
|------|--|
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| ★★   | Not statistically different than the Washington average of 6 Healthy Options plans |
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